

CITY OF HAYWARD

COMPUTER OPERATOR-ANALYST

DEFINITION

To operate a computer system and related equipment; to perform report and light maintenance programming; to troubleshoot the City's data communications network and to train terminal users in a distributed data entry environment.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from that of a Computer Operator by the greater complexity of assignments received, a greater amount of job responsibility assumed and limited direction. Incumbent is capable of performing complex hardware and software performance analysis and diagnostics and recommend alternative solutions. They are expected to plan and assign workload and solve most technical problems on their own. In addition they assign projects and review results of work performed by computer operators. They are delegated responsibility for mainframe and data communications general operations.

SUPERVISION RECEIVED AND EXERCISED

General supervision is provided by the Information Systems Manager or other higher level Information Systems Division personnel.

Directly supervises the Computer Operator and Data Systems Operator; also exercises supervision of contract computer operations personnel on a project basis.

EXAMPLES OF DUTIES

Depending upon assignment, duties may include but are not limited to the following:

1. Supervises, trains and evaluates subordinate personnel.
2. Maintains and monitors production schedules for both computer and data entry operations; assists the Information Systems Manager in planning operation assignments; schedules data entry and operational staffing to meet production needs.
3. Schedules, coordinates and controls the flow of input and output of data between the Information Systems Division and other departments; consults with departmental personnel on work flow, deadlines and service; schedules, reviews, and verifies the work of data entry personnel; and updates procedure manuals.

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4. Reviews and maintains operational and related logs; troubleshoots the City's data communications network; uses computer techniques to generate reports and does light maintenance programming.
5. Trains users of the data processing system in the City's conversion from batched to distributed data entry; executes daily and emergency operating plans; reviews new applications and programs and projects their effect on equipment operation for management evaluation.
6. Reviews and recommends approval of computer applications to the Information Systems Manager; authorizes acceptance of new programs into production status; develops and maintains cost-efficient techniques and methods for processing.
7. Maintains control and integrity of all data files which are received, processed and provided by the operations unit; develops, monitors and insures compliance with production control schedules; ascertains causes of production errors rejections, delays and assures that corrections are made.
8. Monitors the timeliness and effectiveness of equipment maintenance; evaluates operating procedures to enhance maximum use of equipment; evaluates operating and entry procedures to eliminate inefficiencies; uses machine techniques to assemble new reports.
9. Coordinates and recommends to the Facilities Division the installation of data communication cables to meet request from departments.
10. Installs, maintains and upgrades users workstations, communication cables, devices and software in order to meet the constant change in the users working environment.
11. Monitors the physical security and protective systems of the computer center, and recommends changes or improvements as appropriate.
12. Coordinates and oversees the Computer Disaster Recovery Program to ensure that critical applications are restored within an appropriate timeframe.

QUALIFICATIONS

Knowledge, Abilities and Skills

- A. Knowledge of general principles of computer operation and of the operation of peripheral equipment.

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- B. Knowledge of database operations in a multi-processing environment.
- C. Knowledge of data communications troubleshooting techniques.
- D. Ability to operate a UNISYS mainframe computer or equally complicated computer which does multiprocessing in a database environment and to operate peripheral equipment.
- E. Ability to acquire expertise in an environment characterized by changes in equipment, techniques, schedules and deadlines.
- F. Ability to function without close supervision while following procedures, controlling both operations and data entry and meeting deadlines.
- G. Ability to process programs simultaneously; provide instruction on equipment operation and troubleshooting; detect operating problems and equipment malfunctions and take any corrective action which does not require maintenance specialists; maintain and/or supervise maintenance of tape files and system logs.
- H. Ability to work cooperatively and effectively with others.
- I. Ability to perform multiple programming with particular emphasis on computer techniques for generating new reports; apply arithmetical, algebraic and analytical skills in checking reports and analyzing operations; write clear, concise reports.

Experience and Education

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of recent full time paid responsible experience in the operation of a data processing system in a disk tape environment featuring database applications. Familiarity with a UNISYS main frame operating system capable of multiprocessing is desirable.

Education:

Equivalent to an Associate of Arts degree with major coursework in a discipline related to computer main frame operations. Experience in excess of three years as a computer operator may be substituted for the educational requirement on a year for year basis.

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PROBATIONARY PERIOD: One year

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AAP GROUP: 5

FPPC STATUS: Non-Designated

FLSA STATUS: Non-Exempt